



The Maintenance Solution for MIS

Phase 3: Auto Service Ticket Creation IP Network Care IP NC Creates an C9000 or AR element ticket on BMP auto creates a service ticket for all Element from Element ficket Comments flow affected circuits. Ticket BMP Service tickets. Service Service Ticket Service **BMP BMP** BM P Ticket Ticket E-Maintenance Customer IP Customer Care IP Customer Care has tickets created for them via auto service ticket creation which they can use to status customers when they call in. They also may enter comments on these service ticket on the same circui they initiated the ticket or not. They tickets any time, regardless whether E-Main ten ance can view their open have the ability to created an unro IP Customer

- Improved MTTR (Auto create tickets closer to time of failure)
- · Gives E-maintenance customers advantage of viewing status on trouble tickets which have been created already, eliminating the need for many of the customers to create on their own
- Deployment 4/2001 (on target)
- · Allows the manual creation of service tickets on the same IP Address/Circuit if trouble is unrelated
- Proactively communicates troubles/updates to IP Customer Care and E-maintenance customers
- Eliminates the need of working (auto created) individual service tickets (better use of workcenter staff)
- · Captures outage info for customers regardless of whether they called in the trouble or not